



CASE STUDY Brookfield Properties

Brookfield

Vector LiveSafe Prevents Hundreds of Thousands of Dollars in Property Damage During Protests

About Brookfield

Brookfield Properties is one of the world's largest real estate managers. Brookfield manages 675+ global properties totaling more than 320 million square feet. In the U.S. alone, Brookfield has locations in Boston, New York, Washington, D.C., Virginia, Maryland, Denver, Houston, Knoxville, Los Angeles, and San Francisco.

The Situation

Nationwide, Brookfield Properties manages office space in many major cities. It's a massive operation that requires a fully integrated technology infrastructure to collect timely safety and security information.

One of the most powerful aspects of the Brookfield Property security apparatus is the way in which the company has integrated Vector LiveSafe's community-sourced intelligence capabilities into its physical security information management system. This has enabled Brookfield to leverage risk intelligence to allocate resources when and where they are needed.

The Challenge

Sometimes even major events that are planned many months in advance can change rapidly and get out of control. In these circumstances, organizations must place a premium on prevention efforts and getting ahead of emerging threats.

In 2017, Brookfield's Washington D.C. team found themselves in the middle of such a situation: it was the inauguration of President Donald J. Trump and Washington D.C. was beset by protests, some of them violent.

In order to effectively protect and manage its properties, Brookfield set up an ad-hoc Security Operations Center (SOC) and deployed Vector LiveSafe to its on-duty supervisors and dozens of contract security officers.

These security teams had never used the Vector LiveSafe Platform before and they were operating on a tight timeline, so they were given 30 minutes of training and then deployed to identify safety concerns and protect its properties across the District.

For more information, visit
VectorSolutions.com



The Solution

As protests began to fill the streets of Washington, D.C., Brookfield Properties quickly established a Command Center and put Vector LiveSafe at the heart of its prevention and response operation. After just 30 minutes of training, Brookfield was able to deploy security teams across Washington, D.C., to effectively gather and report critical safety and security incidents during the inauguration protests.

The volume and pace of the reports enabled Brookfield managers at the SOC to take proactive measures ahead of protest movements that ultimately prevented property damages to the tune of hundreds of thousands of dollars.

-  Brookfield deployed 198 security officers across Washington, D.C. All were equipped with the LiveSafe Mobile App.
-  More than 188 safety and security tips flowed through the LiveSafe system between 7:30 a.m. and 7:00 p.m.
-  Many tips were dealing with real-time, emerging threats to Brookfield properties and personnel.
-  91% of tips involved a real-time chat session between sender and dashboard operator. 57% of tips included attached media, such as video and photographs.
-  Tips enabled Brookfield to redirect resources ahead of protest crowds and riots, and prevent major property damage.
-  A Brookfield supervisor got caught in the middle of a violent protest. He requested a SafeWalk and Brookfield was able to leverage the geo-tagging capability to direct police to his location and escort him to safety.



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Director of Security, U.S. Office Division

Brookfield Properties

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LiveSafe really saved us in D.C. during the inauguration. We were getting so many tips that we were able to deploy our security officers to the next area where the protesters would be. We're one of the few companies in all of D.C. that experienced zero property damage that day.

The only reason our buildings weren't damaged is because we got out ahead of the issues. I 100% believe that it was due to us being able to deploy staff to the right locations, primarily because of the information we were receiving from LiveSafe.

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The Result

Using Vector LiveSafe, Brookfield Properties extended the capabilities of its physical security information and management system and was able to avoid hundreds of thousands of dollars in property damage during the 2017 Inauguration.

With just 30 minutes of training, Brookfield's contract security team members successfully used the Vector LiveSafe Mobile App to make 188 real-time safety and security reports, enabling Brookfield to proactively deploy staff to areas threatened by protesters.

The Vector LiveSafe Platform is now a central component of Brookfield's total security information management system. It is integrated into Brookfield's physical surveillance systems, daily operations, and drills, and is regularly used to gather critical risk intelligence from building tenants, support table-top exercises, and keep tenants and security teams informed about routine concerns, such as facility issues, and emerging risks.

From daily operations to emergency incidents, Vector LiveSafe helps Brookfield gather actionable risk intelligence and protect its tenants, properties, and operations.